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10/024,796	12/19/2001	Stephen Todd	07072-145001	6077

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EXAMINER

COBY, FRANTZ

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Please find below and/or attached an Office communication concerning this application or proceeding.

DETAILED ACTION

1. This action is issued in response to application filed 12/19/01.
2. Claims 1-22 are rejected.

Claim Rejections - 35 USC § 112

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

The term "can be" in claim 6 is a relative term which renders the claim indefinite. The term "can be" is not defined by the claim, the specification does not provide a standard for ascertaining the requisite degree, and one of ordinary skill in the art would not be reasonably apprised of the scope of the invention.

The term "if" in claim 11 is a relative term which renders the claim indefinite. The term "if" is not defined by the claim, the specification does not provide a standard for ascertaining the requisite degree, and one of ordinary skill in the art would not be reasonably apprised of the scope of the invention.

Regarding claim 11, the phrase "otherwise" renders the claim indefinite because it is unclear whether the limitation(s) following the phrase are part of the claimed invention. See MPEP § 2173.05(d).

Claim Rejections - 35 USC § 102

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1-22 are rejected under 35 U.S.C. 102(e) as being anticipated by Raja (US Patent Application Publication No. 2005/0049903 filed 9/29/03 and a divisional of application 09/452898 which was filed 12/1/1999).

Regarding Claims 1, 21, and 22, Raja discloses a method, apparatus and a computer program product residing on a computer-readable medium for managing workflows in a service provider environment in which a service provider provides data storage resources to a customer, comprising:

providing a customer with a list of types of work order requests based on a permission level associated with the customer, the work order requests (Fig. 2, 282, Raja) comprising

requests to manage storage configuration (Paragraph 0041, Raja);

receiving a selection of a type of work order request from the customer (Fig. 2, 280, wherein the template drop down menu corresponds to the selection of work request and get template corresponds to receive the work request, Raja);

enabling the customer to generate a work order request of the selected type in a work order request submission (Fig. 2, “submit & save selected Cells corresponds to enabling to generate since the customer update the fields and save it, Raja);

creating a database object based on the work order request (Fig. 6A, wherein updating contact setup the user is creating a database object based on the work order request, Raja); and storing the database object in a database (Fig. 6A, wherein the save feature corresponds to storing, Raja).

Regarding Claim 2, Raja discloses a method wherein enabling comprises:

providing to the customer at least one task screen corresponding to the selected type of work order request and usable by the customer to generate the work order request (Fig. 2, Raja).

Regarding Claim 3, Raja discloses a method wherein the work order request comprises values of parameters specific to the selected type of work order request (Paragraph 0045, Raja).

Regarding Claim 4, Raja discloses a method wherein the database object comprises elements that include a customer identifier and the selected type of work order request Fig. 2, 270, wherein the Name and Use ID corresponds to customer identifier, and 210, which corresponds to type of work, Raja).

Regarding Claim 5, Raja discloses a method wherein the elements further include a state to indicate status of the work order request (Fig. 4, 495, Status, Raja).

Regarding Claim 6, Raja discloses a method wherein state can be set to indicate a new work order request initially and later changed to indicate a closed work order request (Paragraph 0083, wherein the marked completed corresponds to closed, Raja).

Regarding Claim 7, Raja discloses a method further comprising:

assigning a work order request identifier to the work order request (Paragraph 0099, Raja); and

providing the assigned work order request to the customer (Paragraph 0100, Raja).

Regarding Claim 8, Raja discloses a method wherein the database object is stored in the database as a table entry, the table entry including fields to store information associated with each of the elements (Paragraph 0054, Raja).

Regarding Claim 9, Raja discloses a method wherein the elements further comprise the assigned work order request identifier and the work order request is stored in one of the fields in the table entry (Fig. 3, 310-340, Raja).

Regarding Claim 10, Raja discloses a method further comprising:
processing the work order request using the table entry (Paragraph 0059, Raja),
processing comprising
attempting to perform any tasks required to satisfy the work order request (Paragraph 0061, Raja); and
updating the state based on the results of the processing (Paragraph 0083, Raja).

Regarding Claim 11, Raja discloses a method wherein updating comprises:
marking the state to indicate that the work order request is closed (Paragraph 0083, wherein the marked completed corresponds to closed, Raja) if such tasks are performed successfully; and otherwise,

marking the state to indicate a failure (Fig. 19, "Manager Disapproval" corresponds to failure, Raja).

Regarding Claim 12, Raja discloses a method further comprising:
generating a billable event when the work order request is closed (Paragraph 0083, Raja).; and

storing the billable event in the database in association with the customer identifier and account information (Fig. 7C, 7304, Raja).

Regarding Claim 13, Raja discloses a method wherein work order request submission is in the form of an email (Paragraph 0195, Raja).

Regarding Claim 14, Raja discloses a method wherein work order request submission is in the form of HTTP (Fig. 14, 1460, 1470, wherein sending an email requires the use of the http as disclosed in Paragraph 0109, Raja).

Regarding Claim 15, Raja discloses a method wherein processing is managed by a workflow automation that periodically queries the database to locate any new work order requests based on the state in the table entry for each work order request (Paragraph 0102, Raja).

Regarding Claim 16, Raja discloses a method wherein the processing, updating, and the generating and storing of the billable event are handled by the workflow automation (Paragraph 0116, Raja).

Regarding Claim 17, Raja discloses a method wherein the workflow automation invokes other processes needed to perform the work order request (Paragraph 0121, Raja).

Regarding Claim 18, Raja discloses a method wherein processing is managed manually by an administrator of the service provider (Paragraph 0122, wherein the information is entered by the client/manager which corresponds to manually, Raja).

Regarding Claim 19, Raja discloses a method wherein the processing, updating, and the generating and storing of the billable event are handled manually by the service provider administrator (Paragraph 0122, wherein the information is entered by the client/manager which corresponds to manually, Raja).

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Regarding Claim 20, Raja discloses a method wherein the processing, updating, and the generating and storing of billable events are managed manually by the service provider administrator when the state indicates a failure (Paragraph 0125, Raja).

Point Of Contact

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Sana Al-Hashemi whose telephone number is 571-272-4013. The examiner can normally be reached on 8Am-4:30Pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Charles Rones can be reached on 571-272-4085. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



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